Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Human Resource Management	3	78	1	82
	0	33	0	33
Customer Company Total	3	78	1	82
	0	33	0	33

Human Resource Management

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	Medium	MIR Total
Human Resource Management	3 0	78 10	1 0	82 10
Customer Company Total	3 0	78 10	1 0	82 10

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number -Average time in hours**			
	High	**Low**	**Medium**	**ATTIR Total**
Human Resource Management	3 0.24	78 0.52	1 0.00	82 0.50
Customer Company Total	3 0.24	78 0.52	1 0.00	82 0.50

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Human Resource Management	3 0	78 7	1 0	82 7
Customer Company Total	3 0	78 7	1 0	82 7

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number - Average time in hours**			
	High	**Low**	**Medium**	**ATTR Total**
Human Resource Management	3 0.33	78 1.94	1 0.00	82 1.85
Customer Company Total	3 0.33	78 1.94	1 0.00	82 1.85

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Detail

INC000000180164	Mary Christensen	None	None	None	TIR Missed: No	TIR:	8.50
Capitol Desktop Support	Brian Bintz	Human Resource Manag	Low		Closed	TTR Missed: Yes	TTR:	8.50
INC000000181653	Debbie Martinez	Telecom	Dial Tone	Telephone	TIR Missed: No	TIR:	0.25
Voice/Data/WAN Services	Mike Johnson	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.25
INC000000182674	Letty Debenham	PC/Laptop	Error	None	TIR Missed: No	TIR:	2.12
Capitol Desktop Support	Brian Bintz	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	2.12
INC000000182752	Shannon Casias	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	14.81
Capitol Desktop Support	Brian Bintz	Human Resource Manag	Low		Closed	TTR Missed: Yes	TTR:	14.81
INC000000183379	Dora Collier	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro C Desktop Support	Cindy Romrell	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000183576	Trina Monroe	Network	Incident	None	TIR Missed: No	TIR:	0.39
Metro B Help Desk	Sandy Kaszowski	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.39
INC000000183853	Alan Owens	Network	Incident	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000183886	Dena Cline	Application	Error	State Payroll System	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lane Adams	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000184014	Tina Sweet	Application	Password	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000184441	Alan Owens	Telecom	None	None	TIR Missed: No	TIR:	0.21
Voice Operations	Annette Nielsen	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.21
INC000000184478	Linda Whitney	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000185064	Tisha Littlewood	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	11.05
Metro B Desktop Support	Cindy Reed	Human Resource Manag	Low		Closed	TTR Missed: Yes	TTR:	11.05
INC000000185215	Jeri Lea Buckley	None	None	None	TIR Missed: No	TIR:	0.02
Metro C Desktop Support	Sean McMillan	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.02
INC000000185375	Jamie Nagle	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.33
Metro B Help Desk	Val Shepherd	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.33
INC000000185701	Nikki Broadhead	Application	Reporting	None	TIR Missed: No	TIR:	26.34
Capitol Desktop Support	Brian Bintz	Human Resource Manag	Low		Closed	TTR Missed: Yes	TTR:	26.34
INC000000186470	Marian Capito	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	4.19
Metro D Help Desk	Jed Patrick	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	4.19
INC000000186647	Terry Haywood	None	None	Employee Gateway	TIR Missed: No	TIR:	0.00
Metro C Desktop Support	Tyson Wall	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.00

Human Resource Management

INC000000186864	Marian Capito	EIS Hardware	None	None		TIR Missed: No	TIR:	3.51
Diebold		Dennis Rogers	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	3.51
INC000000187241	Billie Conder	None	None	Human Resource Enterprise		TIR Missed: No	TIR:	0.00
Rural South Desktop Support		Joel Finlinson	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000187574	Angie Lythgoe	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	3.68
Metro D Desktop Support		Tina West	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	3.68
INC000000188119	Iris Sanchez	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.02
Metro A Desktop Support		Burton Brown	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.02
INC000000188431	Jolene Davis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.17
Metro B Help Desk		Sandy Kaszowski	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.17
INC000000188593	Letty Debenham	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.02
Capitol Desktop Support		Brian Bintz	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.02
INC000000188593	Letty Debenham	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.09
Capitol Desktop Support		Brian Bintz	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.09
INC000000189234	Sarah Tice	None	None	None		TIR Missed: No	TIR:	0.05
Capitol Desktop Support		Brian Bintz	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.05
INC000000189372	Billie Conder	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Rural South Desktop Support		Joel Finlinson	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000189467	Cole Gilmore	None	None	None		TIR Missed: No	TIR:	2.67
Capitol Desktop Support		Brian Bintz	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	2.67
INC000000190457	Cole Gilmore	None	None	None		TIR Missed: No	TIR:	0.09
Capitol Desktop Support		Brian Bintz	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.09
INC000000190548	Glenn Parsons	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.17
Voice Operations		Annette Nielsen	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.17
INC000000190619	Paul Edlefsen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.25
Metro B Help Desk		Janet Hongsyvilay	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.25
INC000000191002	Trina Monroe	Network	Password	None		TIR Missed: No	TIR:	0.00
Help Desk		Vicky Marrelli	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000191197	Enid Bourgeois	Network	Incident	Novell GroupWise		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support		John Donaldson	Human Resource Manag	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000191524	Angela Abbott	Network	Incident	None		TIR Missed: No	TIR:	0.99
Capitol Desktop Support		Scott Wunderlich	Human Resource Manag	Low		Resolved	TTR Missed: No	TTR:	0.99
INC000000191623	Bart Olsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	3.40
Rural Central Desktop Support		John Donaldson	Human Resource Manag	Low		Resolved	TTR Missed: No	TTR:	3.40
INC000000191627	Trish Anderson	Application	Reporting	Utah Performance Management		TIR Missed: No	TIR:	0.70
Application Support		Austin Haws	Human Resource Manag	High		Resolved	TTR Missed: No	TTR:	0.70

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Incident	Name	Category	Type	Product	TIR Missed	TIR
INC000000191632	Gaye Betts	Telecom	None	Telephone	TIR Missed: No	27.75
Voice Operations	Gail Christiansen	Human Resource Manag Low		Resolved	TTR Missed: Yes	TTR: 27.75
INC000000192113	Kaye Crawford	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Human Resource Manag Low		Resolved	TTR Missed: No	TTR: 0.00
INC000000192722	Kelly Chinn	Telecom	Call Management	None	TIR Missed: No	0.00
Metro C Desktop Support	John Robinson	Human Resource Manag Low		Resolved	TTR Missed: No	TTR: 0.00
INC000000192799	Linda Trujillo	Application	Reporting	Internet Explorer	TIR Missed: No	6.70
Metro D Desktop Support	Philip Henderson	Human Resource Manag Low		Resolved	TTR Missed: Yes	TTR: 6.70
INC000000192994	Michelle Imperiale	Telecom	None	None	TIR Missed: No	0.25
Voice Operations	Annette Nielsen	Human Resource Manag Low		Resolved	TTR Missed: No	TTR: 0.25
INC000000193244	Angie Lythgoe	Telecom	None	None	TIR Missed: No	0.04
Voice Operations	Annette Nielsen	Human Resource Manag Low		Resolved	TTR Missed: No	TTR: 0.04
INC000000193390	Linda Trujillo	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No	3.00
Metro D Desktop Support	Philip Henderson	Human Resource Manag Low		Resolved	TTR Missed: No	TTR: 3.00
INC000000193527	Debbie Cragun	Application	Reporting	Adobe Reader	TIR Missed: No	0.08
Capitol Desktop Support	Brian Bintz	Human Resource Manag High		Resolved	TTR Missed: No	TTR: 0.08
INC000000193527	Debbie Cragun	Application	Reporting	Adobe Reader	TIR Missed: No	0.21
Capitol Desktop Support	Brian Bintz	Human Resource Manag High		Resolved	TTR Missed: No	TTR: 0.21
INC000000193539	Tina Sweet	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
Metro B Help Desk	Brent Wishart	Human Resource Manag Low		Resolved	TTR Missed: No	TTR: 0.00
INC000000193601	Paula Nelson	None	None	None	TIR Missed: No	0.39
Metro B Help Desk	Ron LeBaron	Human Resource Manag Low		Resolved	TTR Missed: No	TTR: 0.39
INC000000193774	Linda McCaffery	Network	Password	Novell ConsoleOne	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Human Resource Manag Low		Resolved	TTR Missed: No	TTR: 0.00
INC000000193937	Linda Trujillo	Application	None	Novell GroupWise	TIR Missed: No	2.53
Metro D Help Desk	Jed Patrick	Human Resource Manag Low		Resolved	TTR Missed: No	TTR: 2.53
INC000000194226	Sharon Reynolds	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.05
Metro A Desktop Support	Burton Brown	Human Resource Manag Low		Resolved	TTR Missed: No	TTR: 0.05
INC000000194356	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.03
Metro B Help Desk	Janet Hongsyvilay	Human Resource Manag Low		Resolved	TTR Missed: No	TTR: 0.03
INC000000194614	Marian Capito	Network	Error	None	TIR Missed: No	4.38
Technical Lead/Project Manager	Steve Gibb	Human Resource Manag Low		Resolved	TTR Missed: No	TTR: 4.38
INC000000194699	Colette Hudson	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Human Resource Manag Low		Resolved	TTR Missed: No	TTR: 0.00
INC000000194881	Kris M Haslam	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Brian Bintz	Human Resource Manag Low		Resolved	TTR Missed: No	TTR: 0.00

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Incident	Requester	Category	Type	Item		TIR Missed		TIR
INC000000194909	Angie Lythgoe	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.06
Voice Operations	Annette Nielsen	Human Resource Manag	Low		Resolved	TTR Missed: No	TTR:	0.06
INC000000195112	Shannon Casias	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.32
Help Desk	Vicky Marrelli	Human Resource Manag	Low		Resolved	TTR Missed: No	TTR:	0.32
INC000000195361	Meredith John	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	11.81
Metro C Desktop Support	Shane Squire	Human Resource Manag	Low		Resolved	TTR Missed: Yes	TTR:	11.81
INC000000195404	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.02
Metro B Help Desk	Janet Hongsyvilay	Human Resource Manag	Low		Resolved	TTR Missed: No	TTR:	0.02
INC000000195424	Michelle Matsuura	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.08
Metro B Help Desk	Ron LeBaron	Human Resource Manag	Low		Resolved	TTR Missed: No	TTR:	0.08
INC000000195590	Sandra Johnston	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.02
Metro B Help Desk	Janet Hongsyvilay	Human Resource Manag	Low		Resolved	TTR Missed: No	TTR:	0.02
INC000000195608	Carmen Nichol	None	None	None		TIR Missed: No	TIR:	0.03
Metro C Desktop Support	Sean McMillan	Human Resource Manag	Low		Resolved	TTR Missed: No	TTR:	0.03
INC000000195657	April Nicholls	None	None	None		TIR Missed: No	TIR:	0.03
Capitol Desktop Support	Brian Bintz	Human Resource Manag	Low		Resolved	TTR Missed: No	TTR:	0.03
INC000000195691	Debbie Martinez	Network	Error	Utah Master Directory		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Human Resource Manag	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000195730	Janet Davis	Network	Incident	None		TIR Missed: No	TIR:	0.07
Metro A Desktop Support	Rodney Austin	Human Resource Manag	Low		Resolved	TTR Missed: No	TTR:	0.07
INC000000196121	Anita Quibell	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro C Help Desk	Chuck Wilson	Human Resource Manag	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000196345	Daniel Thompson	None	None	None		TIR Missed: No	TIR:	0.67
Metro C Desktop Support	Ken Knobel	Human Resource Manag	Low		Resolved	TTR Missed: No	TTR:	0.67
INC000000196469	Letty Debenham	Application	Error	Remedy Asset Management		TIR Missed: No	TIR:	0.33
Internal Application Development a	Beth Hendricks	Human Resource Manag	Low		Resolved	TTR Missed: No	TTR:	0.33
INC000000196950	Kathy Mares	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Sandy Kaszowski	Human Resource Manag	Medium		Resolved	TTR Missed: No	TTR:	0.00
INC000000197050	Billie Conder	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Joel Finlinson	Human Resource Manag	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000197420	Cole Gilmore	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	2.58
Capitol Desktop Support	Brian Bintz	Human Resource Manag	Low		Resolved	TTR Missed: No	TTR:	2.58
INC000000197435	Joel Chibota	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	5.66
Capitol Desktop Support	Brian Bintz	Human Resource Manag	Low		Resolved	TTR Missed: No	TTR:	5.66
INC000000197839	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.03
Metro B Help Desk	Janet Hongsyvilay	Human Resource Manag	Low		Resolved	TTR Missed: No	TTR:	0.03

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INC000000197844	Kaye Crawford	Network	Password	None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Human Resource Manag	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000197846	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.03
Metro B Help Desk	Janet Hongsyvilay	Human Resource Manag	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000197849	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.02
Metro B Help Desk	Janet Hongsyvilay	Human Resource Manag	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000197853	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.02
Metro B Help Desk	Janet Hongsyvilay	Human Resource Manag	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000197855	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.03
Metro B Help Desk	Janet Hongsyvilay	Human Resource Manag	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000197859	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.02
Metro B Help Desk	Janet Hongsyvilay	Human Resource Manag	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000197863	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.02
Metro B Help Desk	Janet Hongsyvilay	Human Resource Manag	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000197894	Letty Debenham	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.49
Capitol Desktop Support	Brian Bintz	Human Resource Manag	Low	Resolved	TTR Missed: No	TTR:	0.49
INC000000197897	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.03
Metro B Help Desk	Janet Hongsyvilay	Human Resource Manag	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000197900	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.03
Metro B Help Desk	Janet Hongsyvilay	Human Resource Manag	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000197905	Sandra Johnston	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.17
Metro B Help Desk	Janet Hongsyvilay	Human Resource Manag	Low	Resolved	TTR Missed: No	TTR:	0.17